



*Achieving More
Volunteering
Together*



Volunteer Handbook Policy and Procedure

City of Longview Volunteer Center

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Tyler St. Clock Tower

Table of Contents

3	Message from Mayor Message from City Manager Longview City Government
4	History of Longview ATIP Logo
5	Values and Vision HPO Process
6	Volunteer Center Objectives
7	Benefits to Volunteer and City
8	Volunteer Process
9	Volunteer Responsibility
10 –15	Volunteer Policy and Procedures

Policy and Procedures *Continued*

GRIEVANCE PROCEDURE

The aim of the City of Longview is to maintain harmonious cooperation and productive working relationships between the City, its employees, and its volunteers. Volunteers are urged to discuss any problems, difficulties, misunderstandings, suggestions, or concerns with his/her supervisor within a department. If this does not resolve the matter satisfactorily, the volunteer should contact the Volunteer Center for continued grievance resolution.

VOLUNTEER TERMINATION

Volunteer Assignments are not permanent. Either the City of Longview or the volunteer may terminate the assignment at any time. If at any time the volunteer is unable to complete his/her assignment, the volunteer should discuss the situation with his/her immediate supervisor or coordinator. At the end of a volunteer assignment, it is strongly suggested that a Final Volunteer Evaluation be completed by the volunteer, as well as an Exit Interview with the volunteer's supervisor or volunteer coordinator.

FUTURE REFERENCES

More and more, employers are recognizing the value of a volunteer's experience. A good resume will often include volunteer responsibilities. If possible, the Volunteer Center coordinator and immediate supervisor will write a letter of reference, upon request, for up to two (2) years after assignment completion with the City of Longview Volunteer program.

ADDITIONAL POLICIES

Most departments, volunteer groups, and volunteer assignments will have additional policies and procedures specific to those assignments. Volunteers and supervisors should communicate directly about those additional policies.

Policy and Procedures *Continued*

COMPUTER USAGE

Personal computers (PCs), laptop computers and peripheral equipment (printers, modems, hubs, switches, and other devices attached to a PC) are provided by the City and are City-owned resources which should be used only for City business with which a volunteer may have access. Except in certain circumstances, all information transmitted or stored on City equipment is public and subject to disclosure as required by law. Volunteer supervisors should coordinate with the Volunteer Coordinator and/or the Information Technology Department by calling the Help Desk to identify the scope and extent of a volunteer's access to the City's computer network and files.

Volunteers are prohibited from storing any personal information on City-owned computer equipment. In addition, no personal equipment such as notebook computer, USB drives, or wireless devices should be used to connect to the City network or existing computer equipment.

The City has defined a standard software configuration for each PC. Volunteers are not authorized to modify this software or install new software for any reason.

Malfunctioning computer equipment should be immediately reported to the volunteer's supervisor, who will then report it to his/her designated representative for maintenance.

Volunteers that will be using computers will be required to follow guidelines as established by the Information Technology Department within the City of Longview Personnel Policies and Procedures Guide (Section 3.12), which can be made available by the Volunteer Center, Human Resources, or the volunteer's supervisor.

RECORDING VOLUNTEER HOURS

It is the responsibility of the volunteer to accurately record the amount of hours volunteered for the City of Longview. The hours to be recorded should only include those hours conducting City business at the request of the volunteer's supervisor. Hours should be calculated on a monthly basis and submitted to the volunteer's supervisor, and ultimately submitted to the City of Longview Volunteer Center Coordinator.

Message from the Mayor

Thank you for your desire to volunteer for the betterment of Longview. Your contribution helps the City of Longview provide a higher quality of service than would otherwise be possible. Moreover, citizen involvement through volunteerism is a powerful tool in moving an entire community.

Every year, Longview is benefited by thousands of hours of volunteer time, resulting in thousands of dollars in savings for citizens. As a volunteer, I hope you find valuable opportunities to grow personally and professionally as you interact with City staff and fellow citizens.

Sincerely,
Jay Dean



Mayor Jay Dean

Message from the City Manager

The City of Longview is very grateful for your desire to be involved. Citizen participation and volunteerism are a vital part of our City Government being a High Performing Organization. When citizens desire to see improvements in the community and are willing to work to make it happen, great things can be accom-

plished. Community pride is greatly benefitted by involvement from everyone, from on-going volunteers, to eagle scouts, to one-time project volunteers. Your efforts are greatly appreciated.

Sincerely,
David Willard



*City Manager
David Willard*

Longview City Government

The City of Longview operates with a Council-Manager form of government. The City Council is comprised of a Mayor, who is elected at large, and six Council Members, one elected from each district. The Council ap-

points the City Manager, City Attorney, Municipal Judge and City Secretary, who work with direction both from the City Council and City Manager. All other staff members work under the direction of the City

Manager. In addition, several boards, commissions, and committees are appointed to advise Council and staff on a variety of issues.



One Gold Dollar



History of Longview

Longview was founded April 7, 1870, when the railroad purchased 100 acres of land for *one gold dollar* from O.H. Methvin. Chartered by the 12th Legislature of the State of Texas on May 17, 1871, while still located in the County of Upshur, Longview became the seat of Gregg County in 1873 (Gregg County was created and organized from Rusk and Upshur Counties). Longview operates under a Home Rule Charter with a council/manager form of government.

Known for its rolling hills, lakes and pine forests, East Texas is a great place to live and visit. The serenity and recreational

opportunities attract visitors from across the nation. Quality of life along with an exceptional work force, good economy, and affordable cost of living are some of the reasons Longview has been selected as the home choice for both families and businesses. With a population of over 80,455, Longview is the central city of the Longview – Marshall Metropolitan Statistical Area. It is located on the U.S. Interstate 20 and U.S. Highway 80 corridor. The city limits of Longview incorporate over 55.76 square miles (35,689.12 acres) with over 451 miles of paved streets and more than 30 parks.

ATIP Logo

The ATIP logo was the result of collaboration of City of Longview employees. The logo represents the values that City employees strive towards.

Volunteers work directly

with City staff and act as representatives of the City of Longview during volunteer activities. As such, volunteers are encouraged to be familiar with ATIP.

Read more on next page...

Policy and Procedures *Continued*

WORKERS' COMPENSATION

Depending on the type of volunteer work, some volunteers are covered by the City of Longview's Workers' Compensation Policy in case of an injury while volunteering at City departments and functions. Injuries, no matter how slight, **MUST** be reported to the volunteer's supervisor who will indicate to the volunteer the proper paperwork to complete and proper reporting procedure to the Risk Management Division. **NOTE:** *For coverage, volunteers MUST be signed up through the City of Longview Volunteer Center.*

Please note that not all volunteers and volunteer activities are covered by the City of Longview's Worker's Compensation Policy. For instance, boards, commissions, and committees are not covered. All questions regarding Worker's Compensation Policy should be directed to the City Risk Manager and/or the Volunteer Center

CONFIDENTIALITY AGREEMENT FORMS

The City of Longview collects and maintains private and confidential information while carrying out its functions and operations. Volunteers working in a variety of areas may be required to sign a Confidentiality Agreement specific to a particular department where confidential information may be present. These departments include, but are not exclusive to, the Police Department, Fire Department, Municipal Court Administration, the Municipal Judge, and the Human Resources Department.

IDENTIFICATION CARDS

For security purposes, volunteers may be issued a City of Longview identification card to be used for identification purposes, as appropriate. A card may be authorized for identification purposes for a volunteer during a public function where he/she may be representing the City, i.e., working with children at a recreation center, etc. This card will not give access to any City building with a card access security system.

Whether or not a volunteer needs such a card is determined by each department on a case by case basis. Should a card be required, identification cards must be returned at the completion of volunteer's service.

Policy and Procedures *Continued*

BACKGROUND VERIFICATION CHECKS *(continued)*

B. Driver's License Record Checks

1. It is required that driver's license record checks be completed **every year** for any volunteer who will use *either a City vehicle or his/her own personal vehicle* in the scope of volunteer activities, including driving to/from City departments and retail stores.
2. The City of Longview has established driving standards based on a point system. Any combination of violations, whether committed on or off duty, resulting in an accumulation of more than six points within a three-year period will disqualify a volunteer from any position requiring a driver's license. Violations include: At-fault vehicle accident (3 pts); driving without insurance (3 pts); speeding (2 pts); stop sign/red light violation (2 pts); seat belt (2 pts); driving with expired license (2 pts); all other moving violations (1 pt). Immediate disqualification will be assessed if the following violations occurred in the preceding three years: driving while intoxicated; driving while under the influence of alcohol or drugs; negligent homicides arising out of the use of a motor vehicle; operating a motor vehicle while a driver's license is suspended or revoked; using a motor vehicle for the commission of a felony; aggravated assault with a motor vehicle; operating a motor vehicle without the owner's authority; reckless driving; leaving the scene of an accident involving bodily injury or property damage.
3. A volunteer's personal insurance policy will provide the primary coverage for any and all damages to a volunteer's vehicle.
4. Other background checks, including drug testing, may also be required in order for volunteers to be able to drive in relation to City volunteer activity. Individual departments and volunteer positions will determine appropriate background checks. Additional limitations exist for volunteers under the age of eighteen (18).
5. Volunteers must adhere to additional policies regarding vehicle use located within the City of Longview Personnel Policies and Procedures Guide: which can be made available by the Volunteer Center, Human Resources, or the volunteer's supervisor.

Values and Vision

Volunteers are integral parts of the City of Longview team. As such, it is important for volunteers to be aware of the vision and values of the organization. Volunteers are encouraged to take part in the City's efforts to be a High Performing Organization by striving for innovation and being willing to make suggestions for improved effectiveness.

As a result of requesting employee input, the City employees have developed their own set of core values and definitions:

Accountability: To be dependable, reliable and responsible.

Teamwork: Working together to achieve more.

Integrity: The moral and ethical guide that leads all my actions.

Professionalism: Exhibiting job knowledge and dedication to others.

These values are commonly referred to as ATIP. Through the process of developing our core values, employees also created a vision statement for the City: **Longview...Committed to Excellence.**

HPO Process

The High Performing Organization (HPO) concept was introduced to Longview in 2002. City employees are truly the driving force behind the implementation of the concept into daily work life.

The City of Longview is an organization that encourages employees and volunteers to network their talents through the application of leadership, vision, strategic thinking and organizational values. High Performing Organizations (HPO) produce results that extend beyond customer service. They become agents and models of constructive innovation and create places where people can learn, achieve, and grow.

You are a part of us! All volunteers are expected to exhibit these great values. You are a high performing volunteer!

Remember, the public often thinks volunteers are employees and this requires all volunteers to follow City Policy and Procedures. Your volunteer assignment may have additional conduct requirements so ask your Departmental Supervisor.

Volunteer Center Objectives



*Boy Scouts help
beautify Paul Boorman
Trail*

- Recruit and orient a pool of qualified volunteers
- Provide an opportunity for and encouragement of citizen participation in City government
- Provide meaningful and challenging opportunities for volunteers
- Provide volunteers with an opportunity to share their knowledge and expertise with the City of Longview staff and citizens
- Enhance City services by using volunteers to complement the efforts of City staff

The emphasis of the program is not on cutting work positions, but on expanding the quality of services the City is able to provide.

Feel free to contact the Volunteer Center at any time to answer your questions about volunteering with the City of Longview.

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Policy and Procedures *Continued*

BACKGROUND VERIFICATION CHECKS *(continued)*

Criminal and General Background Checks may include:

- Criminal records check for all misdemeanor and felony convictions within the State of Texas and/or United States
- Texas Sex and Violent Offender Registry
- Social Security number verification, and address trace
- Contact with the City department you are interested in
- Local and County Outstanding Warrants

Criminal Offenses: Although considerations will be made on a case by case basis, a volunteer's application shall likely be **DENIED** if any check reveals that the applicant has been convicted of any crime involving the following:

- Violence or threats of violence
- Weapons offenses
- Sexual offenses or any type of physical contact
- Theft, Class B Misdemeanor or above
- Burglary
- Other criminal incidents deemed inappropriate in relation to desired volunteer position

Community Service: Regarding Community Service hours for court-ordered volunteers, the Volunteer Center may work with Probation Officers and individuals in order to satisfy the community service component of a conviction, providing the conviction is NOT for any of the offenses listed above. The types of offenses which may be considered by the Volunteer Center for community service completion include the following:

- Non-violent felony offenses
- Misdemeanor offenses
- Traffic violations

****Exceptions may be made for certain assignments such as litter cleanup.****

Policy and Procedures

The City of Longview values the safety of those who use its facilities and take part in its programs, either as participants, employees, or volunteers. To this end, sound measures will be taken to protect those we serve from potential harm.

STATEMENT OF AGREEMENT

As indicated on the Volunteer Application, volunteers must agree to:

1. Not to consume, use, possess, or be under the influence of any drug or alcohol products while volunteering for the City of Longview.
2. That any conduct or pattern of conduct that would tend to disrupt, diminish, or otherwise jeopardize public trust in the City of Longview will result in dismissal.
3. That the volunteer assignment with the City of Longview may be terminated at any time.

BACKGROUND VERIFICATION CHECKS

Each department requesting volunteers will complete the Volunteer Job Request form and indicate whether the position requires any of the following checks: criminal background check, driver's license record check, and/or reference check. After the department supervisor reviews the volunteer application, interviews and accepts the volunteer, the requested checks will be conducted *prior to* the volunteer beginning work at the department. No volunteer whose position requires any of these checks will be allowed to volunteer until all required checks are complete. If volunteer applicants do not meet the parameters of these checks, depending on the nature of the prior infraction(s), they may be eligible to apply for another volunteer position where the nature of the position will allow more flexibility.

A. Criminal/Background Checks

Criminal background checks may be requested for any volunteer position, but are required for the following situations:

1. For all volunteers who will have *unsupervised contact with children* as part of their volunteer activities; or
2. For all volunteers working with the *Police Department*; or
3. For all volunteers who will *handle City monies* as a function of the volunteer activities, or any volunteer that who will access to private data.

The Benefits are Mutual . . .

Volunteer Benefits

- Receive personal satisfaction by helping others
- Take part in creating a better Longview
- Gain valuable experience and references
- Acquire new skills
- Explore new careers
- Associate with great people
- Feel useful and vital to the community
- Learn about City government and services
- Make a difference for Longview!
- Possibility to apply for City employment as an "internal" candidate. Requires at least 12 hours of volunteering on a regular basis.

City Benefits

- Volunteers complement staff and enhance services.
- Volunteers provide resources to help make dream projects a reality.
- Volunteers help departments accomplish more with less.
- Volunteers bring ideas, expertise and diverse skills in a cost-effective way.
- Provide the opportunity to test new ideas and initiate new or better services to the citizens.
- Volunteers bring a great desire to get things done.

*LeTourneau students
wash cruisers for
Longview Blitz*



Volunteer Process



Volunteers help with Spring Trash Bash

PLEASE NOTE: The City of Longview may change, end, or terminate a volunteer assignment at any time. Volunteers will have a trial and assessment period.

Application & Interviews

1. Print and complete the Volunteer Application or contact Volunteer Center for information / application.
2. Contact Volunteer Coordinator for interview.
3. Screening Interview by Volunteer Coordinator.
4. Background checks conducted.
5. May be sent to Department for Assignment Interview.
6. Interview by Department Volunteer Supervisor.
7. Opportunity for Department and Volunteer to accept or deny the assignment.
8. In-person interviews are mandatory.

Orientation / Training

1. Start Date, create volunteer schedule.
2. Department Orientation.
3. Review Assignment.
4. Training for duties by department.

Ongoing / Exit

1. Fill in time sheets and give to Department Supervisor.
2. Trial Evaluation of volunteer assignment, TBA.
3. Annual Evaluation for follow up if necessary.
4. Volunteer Exit Interview with Volunteer Coordinator.

Volunteer Responsibility

Level I and Level II Volunteering

Level I Volunteers These interests can include assisting with cleanups, adopting a park, street, median or flag pole. Unique projects may include things such as special plants for a touch of seasonal color. Level I volunteering does not usually require background checks.

Level II Volunteers These interests can include assisting inside an office, Longview Public Library, Green Street Recreation Center, Citizens On Patrol, Citizens Emergency Response Team, Partners in Prevention and many more choices. Background checks are required for Level II volunteering.

Background checks may be required for any volunteer opportunity.

As a City of Longview Volunteer I will:

1. Be at volunteer work on time. (I am needed!)
2. Inform my supervisor in advance if I am unable to volunteer on schedule. (I am needed!)
3. Improve efficiency with effective communications.
4. Be **accountable** for my actions and decisions.
5. Use **teamwork** whenever possible to increase the City's ability to provide excellent service.
6. Maintain my **integrity** when confronted with challenges.
7. Always volunteer in a **professional** manner.
8. Consistently perform quality work, provide excellent customer service, and abide by City Volunteer Policies and Procedures.

Girl Scout Tree Planting at Kidsview

